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Attorney's Docket No. 5577-217

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Brabson et al.

Examiner: Jinsong Hu

Serial No.: 09/760,975

Group Art Unit: 2154

Filed: January 16, 2001

Confirmation No.: 4362

For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR  
PROVIDING TRANSACTIONAL QUALITY OF SERVICE

Date: July 1, 2004

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**

JUL 1 2 2004

Technology Center 2100

**AMENDMENT**

Sir:

Applicants provide the present Amendment to address the issues raised in the  
Official Action mailed April 2, 2004.

Amendments to the Claims are reflected in the Listing of Claims that begins  
on page 2 of this paper.

Remarks begin on page 9 of this paper.